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From: Scott Cooley
To: Mike Powell
Date: Mon, Jun 2, 2003 9:28 AM
Subject: cell phones

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Federal Communications Commission
Office of the Secretary

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Dear Mr. Powell,

I understand that the commission is considering changing the rules surrounding cell phone numbers. Specifically, cell phone numbers will be able to be transferred to a new provider, should the user decide to change carriers.

I believe this is a good move. I currently have a cell phone as my only phone. I do not have a land line in my house. Currently, changing cell phone providers is a bit time consuming because I have to notify all my friends and family of a new phone number. Eliminating this would be good for me. Since changing to cell-phone-only service, I have changed providers only once, because of the efforts required to inform everyone of my new phone number.

In addition, I believe this is a good move because I think it would increase competition, and consumers would save money in the long run. The cell phone providers seem more interested right now with sales, and not with customer service. I think this would force the providers to be more mindful of the customers they have, and ultimately want to keep.

Thank you for your time.

Best Regards,

Scott A. Cooley

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